How can I view my SSM On-Prem Account, in Cisco License Central (CLC)?

Introduction

This document explains how to view all the SSM On-Prem accounts linked to the Smart account in Cisco License Central (CLC).

Video

The purpose of this content is to share information for educational and/or informational use. You may choose to watch the video or read the content below-both provide the same material, so feel free to engage with whichever format you prefer.

Prerequisites

Before you start, ensure that you have the following:

- Active Cisco.com account
- Access to SSM On-Prem
- The user accessing License Central must have at least one of the following:
  - Smart Account User/Admin/Viewer
  - Virtual Account User/Admin/Viewer

Steps

Step 1: Go to Cisco Software Central and log in with your Cisco.com credentials.

Step 2: Click on Access Cisco License Central under the Cisco License Central section.

Step 3: Enter your Smart Account or use the Search function to locate your Smart Account.

Step 4: Navigate to the left Menu bar and click on the "Devices" tab, and select "Device Managers” under Device Connections.

Step Results: You can see all the On-Prem Accounts that are associated with the chosen Smart Account under the “Device manager name” column.



Note: All account-related details are consolidated on one dashboard:

- Virtual Account
- Device manager type
- Devices managed
- Licensing connection status
- Latest sync, etc.

Troubleshooting

For External Customer/Partner Use Only: Follow these instructions to resolve your issue. If you need further assistance, please initiate a request for License Support via Cisco Support Case Manager.